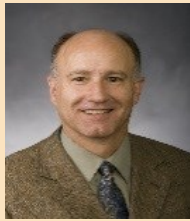


USH FALL NEWSLETTER 2015

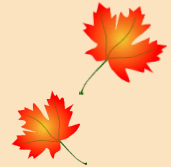
Issue 49



WPSHA VISIT - A GREAT SUCCESS!!!

**"We love your buildings, campus
and programs...
But, we love your staff more!"**

Fall 2015



After 15 years of circulating through the different Western States, the State Hospital Association (WPSHA) came to Utah. We hosted a wonderful 3 day conference with the highlight of the week being a tour of the campus. Staff from around the hospital participated in many capacities to make the visit a wonderful success. Guests included Hospital Executive Leaders, Quality Resource Directors, Doctors, Psychologists, Nurses, IT staff, Chief Financial Officers, etc., coming together to address important issues facing us all.

Each year this group meets to discuss vital operational efficiencies, best practices in programming, recruitment and retention challenges, accreditation and certification standards, improved ideas for training, effective organizational policies and procedures, physical facility issues, as well as safety for staff and patients. A large part of our efforts during the year is the WPSHA benchmarking project in which all hospitals participate in sharing data to assist one another to identify successes as well as areas of concern for each hospital. It has taken many years and great strides within the organization to develop a culture of transparency and trust.

The USH Treatment and Research Coordination Committee (TRCC) presented "Journey to the Heart of Treatment" outlining our goals to develop best practices within key treatment pillars. A special guest, Stephen Stahl, world-renown psychiatrist and author presented with our CA colleagues on their research revolving around violence risk assessments and reduction of violence within the State Hospital environments. WPSHA has many experts who had open dialogue time to discuss pertinent issues pertaining to State Hospitals. Hospitals get the opportunity to do "Brag and Steal" presentations to show their best efforts and outcomes. We all learn a lot from each other. This year's Brag and Steals focused on many areas including: Seclusion and Restraint Reduction efforts (CO); Peer Specialists (ID); Patient Property Tracking Systems (WA); Reduction of Enhanced Patient Observation (CA); and a video presentation on the Patton State Hospital Forensic Museum (CA). Utah focused on our new Job Match Program as well as shared our 'High Reliability Organization' efforts beginning this current year.

It was an exciting event and we are very proud of all of you. The group was overwhelmed and amazed at the campus, our facilities and the great programming. But, most of all, they fell in love with the USH Staff. They were so impressed with your friendly, courteous and professional demeanor and humanistic care of our patients. They felt right at home. The Executive Staff is grateful to all of our staff for the wonderful job you do all the time. We can tour anyone at any time and they will have a similar experience.



-Dallas Earnshaw, Superintendent

Utah State Hospital

The Hawaii State Hospital and Utah State Hospital came together to host the Western Psychiatric State Hospital Association (WPSHA) Luau Luncheon. Various departments from USH helped with the setup, decorations, cooking and entertainment.





COME ONE, COME ALL!!!

TOWN HALL MEETINGS

Did you know...employees are sources of great feedback?

As part of our USH 2015 initiative to assess our progress towards becoming a **“High Reliability Organization”** the Executive Team has spent the last few months compiling the results of the Employee Survey and present the outcomes in the recent Town Hall meetings. An overview of the 3 Pillars of HRO’s was presented to staff participating which included: (1) Leadership Commitment; (2) Culture of Safety; and (3) a Robust Process Improvement Program. We have had very productive discussions that will hopefully move us closer to a transparent and trusting environment promoting improved communication through all levels of the organization.

The 2015 EMPLOYEE SURVEY was a part of this process. We are so grateful that many took the time to fill out the survey. Feedback was also given on ways we could improve the survey process next year. Staff provided excellent narrative feedback on the survey and we had 420 employees submit a completed survey. Much of this information was shared in the Town Hall meetings. We went through the Survey one question at a time to better understand your thoughts and solicit more input for improvement. We are committed to being better leaders and providing support to our employees. Having you participate in the Town Hall meetings has been just one way for us to have a dialogue with your thoughts and ideas to make the hospital a safer place, improve patient care, strengthen our programs, improve the safety for staff and patients, and make USH a great place to work.

1. The results of the Survey were presented in the town hall meetings. Many excellent comments were made giving us ample work to do to make improvements over the next year. There was much constructive feedback as well as a lot of positives given. Over 80 percent of the employees responding state that they are satisfied or very satisfied with their employment at USH with only 3 percent being dissatisfied. The rest were neutral. Other results that stood out on the questions and the comment sections of the survey are highlighted as follows:

- Improved orientation and training for staff when beginning work in their department
- Enhanced e-chart training
- Support for staff after experiencing a traumatic or stressful event at work
- More timely and effective response from managers when help or support is requested
- Improved staffing processes
- Improved listening skills for managers
- Increased engagement of staff in process improvement efforts

2. Employees want to know that they are valued as members of the team/staff.

There were many more items discussed that can’t all be captured in this article. Yet, each idea and suggestion has been documented and will be presented as Hospital Leaders develop a plan to reach out and include employees throughout the organization to help make the hospital a better place. We need your input if this is all going to be truly successful.

We will continue to hold Town Hall meetings periodically to give staff the opportunity to participate in a dialogue that focuses on hospital-wide improvements.



Utah State Hospital

A Time Capsule of the Hospital

The 2013 edition of the Utah State Hospital employee newsletter included an article about the first hospital newsletter "The Indicator". The Indicator began in January 1943 and was published until December 1960.

It has been 72 years since that first edition and not only has the hospital undergone significant changes but our society as well. Reading "The Indicator" gives us a unique opportunity to look back at the hospital as well as our country. Following are a few of the interesting headlines and news items covered in the first year.

Each monthly newsletter would report an update of the current hospital population. In the first edition it was noted that "Our hospital population on December 31, 1942 was 1059, 517 men and 542 women. During December nine people left the hospital on visits and 25 other were discharged from our records".

There were many articles about employee vacations, birthdays, births and deaths. Reports were also made of hospital employee activities. In the March issue it was reported that "The Valentine Party at the Hospital was a very pleasing affair". However the staff did wish more staff would attend the socials. "Get acquainted with your neighbor; you may like him".

Since the first newsletter came out during World War II there were lots of articles that sponsored the Red Cross Blood Drives, War Bonds and the need for rationing. Staff shortages were also a constant problem that affected both patients and families. One article reported that "The hospital is laboring under considerable difficulty with regards to our personal situation. Several of our employees have gone into the armed forces and many others have been attracted by better paying defense jobs...."the staff was instructed to let families know that they "can be of great assistance by confining your visits to our regular visiting days and hours—Thursday afternoons between 1-4 PM and Sundays between 9AM and 12 noon and 1 and 4 PM".

Some of the more interesting articles were written to help educate, employees about treatments that are no longer used at the hospital such as Shock Treatment and Hydrotherapy. There were also articles on different departments of the hospital including farm, laundry, dairy, greenhouse, culinary etc. It also introduced the staff to different disciplines, such as psychiatric nursing, nursing education and occupational therapy.

The newsletter gave updates on issues important to staff such as sick time, pensions, and wages. The first edition reported on the Legislatures consideration of a retirement and pension and the beginning on January 1, 1944 of 15 days of sick leave.

The last issue for the year 1944 noted that "The Hospital and its employees have experienced some of the inevitable accompaniments of war. To some this meant only more work and fewer luxuries, but others have experienced the news of a dear one's injury or death. The loyalty, the honest efforts and sacrifices shown by hospital employees during these strenuous times are gratifying indeed".

The newsletter gives us a unique opportunity to look back at the working environment at the institution and the evolution of both employee benefits and various treatment modalities. But it also gives us a perspective on the changing attitudes about mental illness at the institution and in the community.



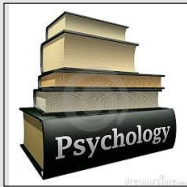
Harry Potter



For Harry Potter Day we transformed the castle into Hogwarts School of Witchcraft and Wizardry. The children became first year student witches and wizard. We began our day with a carriage ride up to Hogwarts. Even with the rain the kids were extremely excited and insisted on riding the carriage up. They entered the great hall to find Professors Dumbledore (Shyler), McGonagal (Keshia), Flitwick (Britney), Sprout (Tanner), Snape (Matt), Madam Hooch (Annie), and Filch (Sarah). The kids were sorted into houses by the all knowing sorting hat based on their personalities. After they went to Ollivanders Wand Shop where their wands chose their holder. Being prepped with their proper wizarding gear they attended a typical day of school any student would. Students learned how to make potions, transfigure copper into gold, they duelled in Defense Against the Dark Arts, and played Quidditch. After a hard day of learning they attended the feast in the Great Hall where they dined on exotic wizarding world food and were told who won the house cup for the day. It certainly was a day full of magic and wonder!



PSYCHOLOGY INTERNS...



L to R: Malay Phoong, Mandy Rice, Ted Barrett and Hannah Borhart

**The USH Psychology department is excited to announce the
Psychology Interns for the upcoming training year
July 2015-June 2016**

Hannah Borhart a Ph.D candidate from University of North Dakota

Amanda “Mandy” Rice a Ph.D candidate from Sam Houston State University

Malay Phoong a Ph.D from Palo Alto University

Furthermore, the Clinical Psychology Postdoctoral Fellows for the next training year (Sept. 2015 - Aug. 2016) are Kelsey Clews and Mac Gilbert.

Ms. Clews is currently completing her doctoral internship in Portland, Maine and completed her graduate work at the Chicago School of Professional Psychology. Her dissertation was entitled: Persecutory Delusions and Suicide in Schizophrenia.

Mr. Gilbert is currently a psychology intern in our psychology internship program and completed graduate course work at Loyola University and Utah State University. Mac has been instrumental in developing an Acceptance and Commitment Therapy (ACT) for psychosis group at USH during the last training year. His Dissertation is entitled: The Association of Medical Comorbidities with Rate of Progression to Severe Dementia, Institutionalization, and Death in a Population of Individuals with Alzheimer’s disease.

We are excited to have matched with these skilled and intelligent individuals. We look forward to their (continued) contributions to USH and our patients.





Hospital Hustle



The children's unit hosted our 5th annual *Hospital Hustle* 5K and mile run/walk on Thursday, September 24th. The event was originally scheduled for September 16th, but was postponed due to rain. In the end, we ran a very hot and humid course, but the participants persevered and had a great time. Thanks to food services, we had wonderful healthy refreshments. Security and maintenance helped out with the course markers and other supplies. The children's unit also provided pre-race entertainment. A lot of patients joined in the fun--especially the youth units. Participants wore blue and orange *Hospital Hustle* t-shirts that should be visible around campus. The event is always a fun way to encourage hospital unity while promoting fitness as a component of mental health.

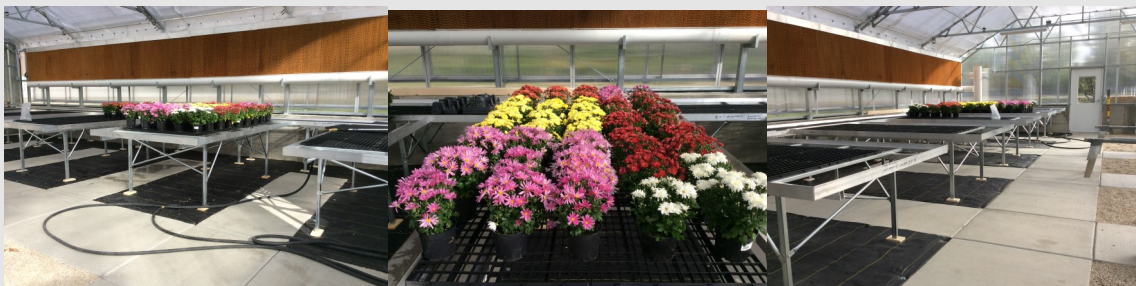


"COMING SOON TO A PROGRAM NEAR YOU!"



"NEW USH GREENHOUSE!"

Watch for Open House Information...



Utah State Hospital

USH HALLOWEEN FUN

USH employees
and their families
enjoyed the annual
carnival with
games,
refreshments
and fun.







*We like to acknowledge the following employees for their
dedicated service awarded from June through September 2015:*



30 Years of Service:

Joanna Montague, Psychiatric Technician

25 Years of Service:

Don Rosenbaum, Asst. Superintendent

Cindy Taylor, Security

Carmen Negron, Substance Abuse Director

Kenneth Montgomery, Senior Psychiatric Technician

Marilyn Bonnett, Library Technician

20 Years of Service:

Cindy Tincer, Registered Nurse

Douglas Stilson, Custodian

Robert Spencer, Nurse Practitioner

Gary Hill, Senior Psychiatric

Patsy Hancock, Secretary Legacy

Jana Gierisch, Legal Service Coordinator

15 Years of Service:

Paul Whitehead, Medical Administrator

Tammy Valdez, RN, UND Legacy

Donna Tuttle, Psychiatric Technician

Kristin Perry, RN, UND Children's

Mary Daniel, Office Clerk

Debbie Kidman, Office Specialist

Laurinda Kennedy, Custodian

Randel Joe, Psychiatric Technician

Fololini Havea, RN, SSRN

Sherri Hafen, Senior Psychiatric Technician

Ted Gerun, Program Administrator, Treatment Mall

Kim Gardner, Physical Therapy

Scott Buys, Administrator Director, Legacy

Brett Bird, Psychiatric Technician

Karma Belcher, Pharmacy Technician

10 Years of Service:

Patricia Wheeler, Psychiatric Technician

Cynthia Vitko, Psychiatrist

Jennifer Valdez, Psychiatric Technician

Josianne Petit, Psychiatric Technician

Sandra Hutchinson, RN

Lisa Foster, Senior Psychiatric Technician

DeAnn Bradford, RN, UND Girls Youth

5 Years of Service:

Philicia Thomas, LPN

Caroline Merveille, Psychiatrist

Thad Lloyd, Administrator Director, Children's

Heesoon Goodin, RN

Edmund Ferris, Foodservice

Jedediah Buys, Food Service

Michael Ah You, RN, Risk Management



*Thank You
for your
Service !!!*





Retirements

The following employees retired in June through September 2015.
We would like to wish them the best of luck in all their future endeavors
and thank them for all they have done

for the hospital:

| | |
|----------------------|-----------------------|
| Sally Ellison | Ann Nelson |
| Scott Beagley | Becky Gaisford |
| William Kerr | Laura Carlson |



Spirit of Safety Award



We like to Congratulate:

Brian Kinlacheeny, Brad Saunders, Eric Wells,
Tom Perry, Sterling Webb, Bonita Reynolds, Morgan Hurst,
KC Whittaker, Chris Magriplis, Travis Braun, Erica Vunder, Tashina Sherman, Zach
Reis, Katy Hoffman, Tony Nieto, & Heidi Jensen
received the Spirit of Safety Award from
June through September 2015.

These are individuals whose intervention skills were recognized by their peers as having a positive impact on patient care. They each intervened in a difficult situation on their units to redirect or de-escalate a patient to avoid a critical incident from occurring. They are examples to all regarding the use of therapeutic interventions and excellent clinical skills. We want to encourage you to remember to submit your nominations to Marlow Plumb in Quality Resources. Supervisors and co-workers are encouraged to submit names of employees that demonstrate any of the following:

*Excellent decision-making and intervention skills which redirect a patient from acting out in a violent manner.

*Compassion and a Therapeutic approach which results in a patient being able to work through a difficult issue or situation and allows them to have positive outcomes in treatment.

*Effective De-escalation Skills which help to avoid violence and prevent a possible Injury, Seclusion and/or Restraint from occurring.

*Professionalism and Competence in regards to helping a patient avoid being Re-traumatized.





USH Newsletter



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Dallas L. Earnshaw, Superintendent

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MISSION

USH provides excellent care in a safe and respectful environment to
promote hope
and quality of life for individuals with mental illness.

VISION

Our vision is to enhance patient recovery through dedicated service,
family and community networking,
collaborative research efforts,
and maximizing evidence based treatment practices.

VALUES

USH works to continuously improve quality of care.
USH partners with patients and community to instill hope and rein
force an attitude of recovery.
Dignity, respect, safety and integrity are the foundations of our
therapeutic environment.
We earn trust through partnership with patients, family and community.